

Listening: The Forgotten Skill



Course Number: GI 003

Cost Per Person: \$70/Participating, \$188/Non-Participating

Eligibility: All

Instructor: Tripp

Length: 8:30 am – 4:30 pm

Certificate Series: Professional Development Certificate

Scheduled Sessions:

August 26, 2016

November 1, 2016

February 24, 2017

May 16, 2017

Location: Des Moines, Hoover State Office Building, Level A

Overview:

Improved listening means better job efficiency and productivity. Most employees spend over 50% of their day listening. Accurate listening and retention skills are crucial to help manage the amount of information we receive daily. You will practice practical techniques to improve your listening skills.

Objectives:

- Learn how communication occurs and the roles of listening, feedback, and perception in the communication process.
- Discuss blocks to active listening and learn methods to overcome these blocks.
- Review and clarify keys to active listening, including attentiveness to nonverbal communication and effective listening basics.
- Nourish creativity through improved listening.
- Identify your listening weaknesses and practice techniques to improve the effectiveness of your listening skills.